

From: DPA EIS Helpdesk
Sent: Thursday, November 15, 2001 12:15 PM
To: ALL DPA Statewide Staff
Subject: Rollover Problem - FS Cases with TA Penalty

Broadcast to All Staff from Systems Operations and the Food Stamp Policy Unit

When the system rolled into November and December 2001, the Rollover Job did not include and bring forward the 25% food stamp benefit reduction due to a Temporary Assistance penalty. EIS has been corrected and the penalty amount will now roll forward as required.

Systems Operations staff is taking the lead to correct the problems and reduce the workload impact on field staff. We will be taking actions to correct the majority of cases prior to the FS Regular Run for December.

Overall, a total of 184 cases have been identified as possibly having problems. Sys Ops will set an alert on the cases requiring caseworker review, and send an email to the worker. The worker will need to rework the December benefits.

These alerts must be acted on or before November 20 in order to allow time for notice of adverse action. This is a short timeframe for caseworker response. It is necessary to get cases corrected before the benefits are paid for December, and to have cases ready for the Mass Changes at the end of this month.

There were overpayments issued in November due to this system problem. Workers will be notified via email of these cases and requested to submit overpayment claims to the Claims Unit.

We apologize for the inconvenience this problem has caused.

The Help Desk